

Adults' Perception of Quality and Appropriateness by RSN

Operational Definition: Percentage of adults (18 years or above) agreeing or strongly agreeing with the items on the MHSIP Adult Consumer Survey - Quality and Appropriateness Scale by RSN.

Rationale for Use: Research suggests that a positive therapeutic relationship between mental health consumers and mental health service providers results in more positive outcomes. Sensitivity to and respect for the consumer, collaboration between the consumer and the mental health provider, consumers' perceptions of competent staff, and good quality of care contribute to a consumer's willingness to remain in treatment.

Operational Measures: The percentage of adults with an average score greater than 3.5 (agree/strongly agree) on items 10, 12, 13, 14, 15, 16, 18, 19, 20 on the Adult Consumer MHSIP Survey by RSN.

- ◆ Nine items are used in the Quality and Appropriateness of Services Scale :
 - ◇ (10) Staff believes I can grow and change and recover.
 - ◇ (12) I feel free to complain.
 - ◇ (13) I was given information about my rights.
 - ◇ (14) Staff encouraged me to take responsibility for how I live my life.
 - ◇ (15) Staff told me what side effects of my medication to watch out for.
 - ◇ (16) Staff respected my wishes about who is and who is not to be given information about my treatment.
 - ◇ (18) Staff was sensitive to my cultural background (such as my race, religion, language, etc.)
 - ◇ (19) Staff helped me obtain the information I needed so that I could take charge of managing my illness.
 - ◇ (20) I was encouraged to use consumer-run programs – such as support groups, drop-in centers, crisis phone lines, etc.

Formula:

Take the average of items 10, 12, 13, 14, 15, 16, 18, 19, 20

Number of respondents with an average score within respective ranges
on items listed above by RSN

Number of respondents to the survey by RSN

Discussion: This indicator shows adult perceptions of the quality and appropriateness of services by RSN. For FY04, the overall agreement rate was 76.7% and agreement rates varied by RSN from a low of 68.8% to a high of 81.1%. These results are similar to Statewide results found in Fiscal Year 2002 survey.

Data Notes:

- ◆ Data Source is MHSIP Adult Consumer Survey, which is a confidential, self-reported measure conducted every other year. The survey was conducted in Fiscal Year 2004.
- ◆ Adults 18 years or older are interviewed for the Adult Consumer Survey.
- ◆ Trained consumer telephone interviewers conducted the survey using the CATI system.
- ◆ A copy of report Perceptions of Mental Health Services – 2002 Adult Consumer Survey is available on the Mental Health Division's website (<http://www1.dshs.wa.gov/Mentalhealth>) or the Washington Institute's website (<http://depts.washington.edu/wimirt/Publications.htm>).
- ◆ The scales used for this indicator are based on the most recent MHSIP survey workgroup recommendations. The scale differs from the scale used in the Perceptions of Mental Health Services – 2004 Adult Consumer Survey report.

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Quality VI.B.

Calc. SPSS

RSN	Adult Consumers' Perception FY2002				Adult Consumers' Perception FY2004			
	Total	Strongly Disagree/ Disagree	Undecided	Strongly Agree/ Agree	Total	Strongly Disagree/ Disagree	Undecided	Strongly Agree/ Agree
		%	%	FY02 %		%	%	FY04 %
Northeast	33	6.1%	15.2%	78.8%	31	3.2%	25.8%	71.0%
Grays Harbor	35	0.0%	28.6%	71.4%	19	0.0%	21.1%	78.9%
Timberlands	34	2.9%	20.6%	76.5%	59	1.7%	22.0%	76.3%
Southwest	70	1.4%	15.7%	82.9%	73	5.5%	15.1%	79.5%
Chelan / Douglas	13	0.0%	0.0%	92.3%	32	3.1%	28.1%	68.8%
North Central	59	3.4%	27.1%	69.5%	41	2.4%	19.5%	78.0%
Thurston / Mason	67	6.0%	25.4%	68.7%	71	8.5%	16.9%	74.6%
Clark	116	4.3%	11.2%	84.5%	100	2.0%	20.0%	78.0%
Peninsula	111	2.7%	27.9%	69.4%	132	4.5%	23.5%	72.0%
Spokane	153	3.3%	17.0%	79.7%	185	4.3%	18.4%	77.3%
Greater Columbia	297	3.4%	14.1%	82.5%	291	2.1%	17.9%	80.1%
Pierce	263	2.7%	17.1%	80.2%	161	2.5%	19.9%	77.6%
North Sound	261	5.4%	20.7%	73.9%	175	2.9%	16.0%	81.1%
King	494	3.4%	22.5%	74.1%	521	2.7%	17.3%	80.0%
Statewide	2,006	3.6%	19.3%	77.1%	1,891	3.1%	18.6%	76.7%

